

## Administrative Assistant Estate Services Job Profile

### Job Description

<b>Job Title:</b> Administrative assistant	<b>Grade:</b> SC6
<b>Section:</b> Estate Services	<b>Directorate:</b> Housing and Regeneration
<b>Responsible to following manager:</b> Senior non res and graffiti officer	<b>Responsible for following staff:</b>
<b>Post Number/s:</b> H3330	<b>Last review date:</b> 1.2.2024

#### Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

#### Job Purpose

To provide administrative support across the Estate Services teams (repairs and non residential ) utilising the departments computerised housing management system, document management and other IT systems. Duties include assisting estate services officers, decision making and deputising for senior estate services officers in their absence with regard to cleaning and maintenance enquiries.

#### Specific Duties and Responsibilities

1. Responsible to the Senior Non Res and Graffiti officer (SO2) for the provision of comprehensive technical and administrative support to professional staff in the non residential and repairs team.

2. Deals with residents and the public generally by email, in writing, by telephone on a wide range of housing and related subjects including communal repairs, cleaning, answering service queries and complaints, supporting, giving advice and guidance. Assesses vulnerable residents with tact, persuasion and sensitivity often dealing with challenging behaviour.
3. Make site visits to meet prospective tenants at non residential units and prepare repair post inspection reports where necessary. Attend site to examine repair requests on complicated orders to assist contractors.
4. In complex cases deals with other departments and various organisations such as estate managers, area housing managers and senior admin officers, maintenance contractors and Co-ops staff, cleaning supervisors and Wandsworth Emergency Control
5. Assist in providing written responses to members enquiries.
6. Liaises with cleaning, repairs contractors, waste management and support services on a regular daily basis. Frequently requests contractors attendance on urgent jobs. Chases contractors and answers their queries with regards to the services they provide including variation orders and overdue jobs.
7. Make decisions daily which have a significant impact on the service provided to the residents and members of the public borough wide.
8. Carries out duties effectively and efficiently utilising detailed knowledge, skills and understanding of all the technical, professional, operational and specialist areas. Be able to deal with complex situations in the absence of the senior administrative officer across several disciplines of communal repairs, cleaning
9. Ensures contractors are available to gain access to the property by liaising with Wandsworth Emergency Control and senior estate services officers
10. Issues repair orders to maintenance and specialist contractors ensuring accuracy of schedule coding. Makes appointments with residents as necessary under the repairs appointment scheme. Issues inspection requests in cases where repairs require pre-inspection.
11. Deal with emergency and incident reports, updating records and ensuring orders are raised to contractors as necessary.
12. Works on frequently changing and conflicting priorities due to the high volume of resident telephone calls and contractors reports received regularly throughout the

working day. Works under high pressure and multitasks as a routine effectively prioritising to meet strict deadlines.

13. Monitors contractors' performance by producing periodical statistics regarding orders over target date, disputes and outstanding invoices producing reports and following up with appropriate action. Requests additional information of works and finished dates as well as, assisting with requests for time extensions for incomplete jobs outside of target dates.
14. Maintains the contract filing and document management system and staff with day to day filing of contract information for work projects undertaken by the department taking great care when collating files.
15. Ensures that the internal computer recording system and all other relevant records are kept up to date and processed swiftly and accurately in line with procedures, particularly in relation to urgent repairs.
16. Check invoices for accuracy ensuring the scheduled items on the order match those on the invoice and where this is not the case ensure appropriate variations are raised and approved or invoice disputed.
17. Processes all contractors' invoices within the corporate time scale and oversees prompt payment. Checks for administrative and arithmetical accuracy and deals with queries and disputes. Ensures all relevant documentation is included and passes invoices to relevant staff for payment approval and certification. Clears approved & certified invoices for payment and crosschecks accuracy of the following day's certification document. Monitors all orders for correct coding and where applicable charges to insurance.
18. Assists in the issue of parking permits for staff and contractors.
19. Assists in the overall provision of the graffiti removal service, processing orders and payments to contractors, keeping office and administrative procedures up to date.
20. Assists with the management of non residential property. Checks and records applications in accordance with office procedures.
21. Assists with the administration and monitoring of vacant non residential properties ensuring that the database and other relevant records are kept up to date.
22. Checks contractor statements, investigates cases of non-payment and cross checks with ledger for payment details.

23. Administers rechargeable works on occasions determining whether work should be rechargeable, collates supporting evidence for referral to Finance Department. Processes credit notes write backs and write-offs as applicable and deals with associated enquiries accordingly.
24. Carries out checks to ensure that orders are coded with the correct finance codes.
25. Arranges for the ordering of specialist equipment as needed/directed. Issues orders for supplies and services ensuring the correct expenditure codes are used and best value for money obtained. Receipting goods and resolving discrepancies resulting from invoicing and payment issues using the Council's procurement system.
26. Carries out the distribution of post when received. Ensures that all correspondence is logged and acknowledged, ensuring that standard responses are sent as required and the appropriate systems and databases are regularly updated.
27. Ensures all work is completed on-line and via the document management system aiming to keep use of paper to a minimum. Responsible for scanning and indexing of all documents received and quality checking to ensure all documents are scanned and legible. Carry out archive scanning as and when required.
28. Train new staff within admin section on procedures and using the computer systems ensuring they fully understands all procedures and processes.
29. Undertakes other duties commensurate with the grade of the post.

### **Generic Duties and Responsibilities**

30. To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
31. To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
32. To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
33. To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe,

supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

34. To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
35. The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.
36. Undertakes available training opportunities and shows a commitment to continuous development, maximising potential and ensuring the efficient delivery of Council services, and participating in the staff development and appraisal scheme.

### **Team structure**

For the current structure please go to The Loop.

## Person Specification

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<b>Section:</b> Estate Services	<b>Directorate:</b> Housing and regeneration
<b>Responsible to:</b> Senior non res and graffiti officer	<b>Responsible for:</b>
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### Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the SSA and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
A knowledge and understanding of ordering works and services and invoicing processes		X	A/I
An understanding and commitment to the Councils equalities policies and an awareness of the Councils safeguarding requirements		X	A/I
Numerate with the ability to process and calculate large amounts of data and carry out mathematical calculations, such as percentages.	X		A/I
Experience	Essential	Desirable	Assessed

Experience of general administrative duties maintaining general office and electronic records.	X		A/I
Experience of communicating effectively with the public and contractors by phone, e mail and in writing, including drafting non standard letters, e mails and memorandums	X		A/I
Experience of using and interrogating various IT systems, including Microsoft Office, particularly Word and Excel	X		A/I
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Must be tactful, diplomatic and flexible when communicating with the public, Council Members and other stakeholders	X		A/I
Ability to work flexibly on your own without supervision and as part of a team, managing high volume workloads	X		A/I
Ability to prioritise high volume workloads to meet constantly changing demands and deadlines continually working under pressure.			
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
N/A			

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**